



Job Opportunity

State Controller's Office

Position: Staff Services Analyst/Training Officer I

Salary Range: \$2817-\$4446
\$4400-\$5348

Location: Personnel/Payroll Services Division
300 Capitol Mall, Sacramento, CA 95814

Statewide

Issue Date: November 20, 2007

Final Filing Date: Until Filled

Contact/Telephone:

Dave Edwards, (916) 322-7953

Who May Apply: Individuals who are currently in this classification or eligible for lateral transfer, T&D, reinstatement or promotion. SROA/Surplus candidates are encouraged to apply.

California Relay Service: 1-800-735-2929

Position Number(s): 051-220-5157-XXX
051-220-5197-005

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

Under the general direction of the Manager, Customer Support Section (SSM II), the incumbent, at the full journey level, is responsible for a major statewide program area and will provide needs assessment, consultation, and training services. The position, on behalf of control agencies or program administrators (e.g., DPA, SPB, SCO, SCIF, EDD) and acting as a Civil Service system-wide representative for over 150 state departments, evaluates program needs, goals, administrative policies, processes, procedures and performance, and integrates via development, enhancement or corrective activities, into the statewide training programs, conferences, workshops and related training services. Specific duties include, but are not limited to the following:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- DUTIES WILL COMMENSURATE WITH LEVEL HIRED
- With independence, plan, organize, develop and deliver statewide training programs conducted on a civil service system-wide basis in four regional geographic areas, as well as onsite to over 150 state departments;
- With independence, plan organize, develop and deliver specialized civil service system-wide conferences, workshops and technical forums, as well as individual departmental training sessions and workshops; provide other training services such as review of departmental on-the-job training materials, programs, and training aids, upon request;
- Conduct, on behalf of and in conjunction with control agencies or program administrators, statewide needs assessments involving the effectiveness of administrative performance and compliance with program objectives. Collect and evaluate needs assessment data; research legislation, assess, review, and



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analyze system-wide and/or individual departmental performance (e.g., error ratios, patterns); develop alternative analysis and recommended solutions; negotiate viable solutions between control agencies and departmental needs; implement corrective measures; conduct post implementation evaluations. Act as a civil service system-wide consultant and provide guidance to control agencies, program administrators, and departmental management regarding the continuous evaluation of assigned program areas related to the overall cost effectiveness, quality control, and relevancy of the state's commitment in meeting program goals. Prepare written/oral reports defining the problem(s), findings and alternatives, and recommended viable solutions;

- Conduct analytical projects to integrate new training developments, program expansion, and state-of-the-art capabilities; projects may include developing issue memos, system requirements and testing; developing guidelines and procedures; implementing solutions and taking post implementation and corrective action;
- Represent the Personnel/Payroll Services Division and/or the statewide departmental perspective while serving on various control agency or departmental task forces or committees;
- Act as a lead, on behalf of the Manager, Customer Support Section, as assigned during the Manager's absence.

Desirable Qualifications:

- Strong background in Personnel and an understanding of Personnel policies and procedures;
- Ability to travel throughout the State in delivering statewide training programs;
- Background in providing presentations or training to groups;
- Strong customer services skills;
- Ability to tactfully communicate ideas;
- Ability to work independently and use good judgment.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Personnel/Payroll Services Division

P.O. Box 942850

Sacramento, CA 95814

Attn: Dave Edwards